

**CONTRACT ID****Technology, Infrastructure, Software, and Professional and Staff Augmentation Services**

Contracting approval in the amount of \$18,022,337, as further described herein, is requested for a broad array of technology goods and services under the spend categories of Infrastructure, Software (inclusive of cloud computing), and Professional and Staff Augmentation Services that are available under existing Citizens-procured contracts and State Term Contracts and Alternate Contract Sources approved by the State of Florida Department of Management Services. As explained in further detail under the Contract Amount section later in this Action Item, Citizens is seeking Board approval to utilize the following contract vehicles and other State Term Contracts and Alternate Contract Sources approved by the State of Florida Department of Management Services as needed:

Citizens-Procured Contracts

- 15-15-0019-01 through 15-15-0019-24 Contingent Staffing Services, having a term of December 21, 2015 – December 20, 2020, with five 1-year renewals
- 11-09-0131-01 Software License Agreement with Guidewire, having a term of July 21, 2011 – July 20, 2020, with one 1-year renewal
- 11-09-0131-02 Consulting Services Agreement with Guidewire, having a term of July 21, 2011 – July 20, 2023, with one 3-year renewal

State Term Contracts and Alternate Contract Sources approved by the State of Florida Department of Management Services

Note that the following contract vehicles have varying end dates as described below, which may be extended by the lead contracting entity.

- 180233-001-ACS Oracle Products and Services – 11/30/23
- 43210000-US-16-ACS Technology Products, Services, Solutions, and Related Products and Services – 4/30/21 with two 1-year renewal options
- 43211500-WSCA-15-ACS Computer Equipment, Peripherals, and Services – 3/31/20
- 43220000-WSCA-14-ACS Data Communications Products and Services – 5/31/20
- 43230000-15-01 Microsoft Premier Support and Consulting Services – 8/24/24
- 43230000-15-02 Licensing Solutions Providers (LSP) of Microsoft Software and Services – 1/31/20 with a 2-year renewal option
- 43230000-NASPO-16-ACS-SVAR Software Value Added Reseller (SVAR) – 4/7/20 with up to 4 years of renewals available

# ACTION ITEM

Information Systems Advisory Committee Meeting, December 3, 2019  
**Board of Governors Meeting, December 11, 2019**

	<ul style="list-style-type: none"> <li>• 43230000-NASPO-16-ACS Cloud Solutions – 9/30/20</li> <li>• 52161500-ACS-16-1 Audio and Video Equipment and Accessories – 4/14/21</li> <li>• 600-000-11-1 Multifunction Products, Printers, Facsimile Equipment, Scanners, Related Software, Supplies, and Services – 2/3/20</li> <li>• 80101507-SA-15-01 Information Technology Staff Augmentation Services – 2/29/20</li> <li>• 81141902-VITA-18-ACS Information Technology Research and Advisory Services – 3/13/21</li> <li>• 973-000-14-1 Management Consulting Services – 7/15/20</li> <li>• 991-268-11-1 Information Technology Disaster Recovery Services – 8/8/20</li> <li>• SUNCOM Voice, Data, Wiring and Cabling, and Conference Services (products and services provided to Citizens through the Florida Division of State Technology) – No defined end date</li> <li>• 252-GSA Schedule 70 Information Technology Equipment, Software, and Services – End dates vary by contract under GSA Schedule 70. Note: In accordance with the State of Florida Department of Management Services Alternate Source Instructions, Citizens will purchase commodities and contractual services from State Term Contracts procured by the State of Florida Department of Management Services that are listed in this section, if available, prior to utilizing 252-GSA Schedule 70.</li> </ul>										
<p><b>BUDGETED</b></p>	<p>Funding for the requested technology infrastructure and related services, software and related services, and professional and staff augmentation services in the amount of \$14,833,702 is included in the 2020 budget. For purchases having a contract term extending beyond 2020, the funding for subsequent contract years will be budgeted in the appropriate budget year.</p>										
<p><b>CONTRACT AMOUNT</b></p>	<p>The projected estimated contract spend by category is summarized below and further explained in the following narrative. Amounts may vary by changes in business needs or priorities, availability of required goods or services, cost center, contract, or vendor. In order to be in a position to negotiate more advantageous pricing, longer term purchases that would result in reduced costs and more advantageous terms have been included in the total cost where appropriate.</p> <table border="1" data-bbox="534 1522 1549 1696"> <thead> <tr> <th colspan="2"><b>Summary Contract Spend by Category</b></th> </tr> </thead> <tbody> <tr> <td>Infrastructure</td> <td>\$5,888,288</td> </tr> <tr> <td>Software</td> <td>\$7,655,440</td> </tr> <tr> <td>Professional and Staff Augmentation Services</td> <td>\$4,478,609</td> </tr> <tr> <td><b>TOTAL</b></td> <td><b>\$18,022,337</b></td> </tr> </tbody> </table> <p>Anticipated expenditures by spend category are summarized in the narrative on the following pages.</p>	<b>Summary Contract Spend by Category</b>		Infrastructure	\$5,888,288	Software	\$7,655,440	Professional and Staff Augmentation Services	\$4,478,609	<b>TOTAL</b>	<b>\$18,022,337</b>
<b>Summary Contract Spend by Category</b>											
Infrastructure	\$5,888,288										
Software	\$7,655,440										
Professional and Staff Augmentation Services	\$4,478,609										
<b>TOTAL</b>	<b>\$18,022,337</b>										

## Infrastructure

Expenditures under the Infrastructure spend category will utilize one or more of the State Term Contracts and Alternate Contract Sources approved by the State of Florida Department of Management Services as set forth in the Contract ID section, the table above, and as listed below. At the time of expenditure, Citizens staff will select the contract identified in this Action Item that provides the best value and meets the business needs of Citizens.

- 180233-001-ACS Oracle Products and Services
- 252-GSA Schedule 70 Information Technology Equipment, Software, and Services
- 43210000-US-16-ACS Technology Products, Services, Solutions, and Related Products and Services
- 43211500-WSCA-15-ACS Computer Equipment, Peripherals, and Services
- 43220000-WSCA-14-ACS Data Communications Products and Services
- 43230000-NASPO-16-ACS Cloud Solutions
- 52161500-ACS-16-1 Audio and Video Equipment and Accessories
- 600-000-11-1 Multifunction Products, Printers, Facsimile Equipment, Scanners, Related Software, Supplies, and Services
- 991-268-11-1 Information Technology Disaster Recovery Services
- SUNCOM Voice, Data, Wiring and Cabling, and Conference Services

The estimated contract spend for the Infrastructure spend category is \$5,888,288. Of that amount, estimates of projected material expenditures for infrastructure and related services include: \$2,528,200 for telecommunications needs such as data circuits, long distance, on-demand conferencing, adjuster voice-mail boxes, and telephone switch maintenance and support (the majority of these projected expenditures are anticipated to be purchased under the SUNCOM contract); \$1,286,464 for fifty-one individual items with each less than \$100,000 in projected cost (for a broad range of infrastructure products and related services such as field service vehicle items, printers, and video-teleconferencing); \$588,002 for backup and recovery, \$400,000 for servers; \$314,185 for a research and advisory services subscription to Gartner Services; and, \$300,000 for workstation refreshes.

## Software

Expenditures under the Software spend category will utilize the Citizens-procured contract and one or more of the State Term Contracts and Alternate Contract Sources approved by the State of Florida Department of Management Services as set forth in the Contract ID section, the table above, and as listed below. At the time of expenditure, Citizens staff will select the contract identified in this Action Item that provides the best value and meets the business needs of Citizens.

- 11-09-0131-01 Software License Agreement with Guidewire (Citizens-procured contract)

- 180233-001-ACS Oracle Products and Services
- 252-GSA Schedule 70 Information Technology Equipment, Software, and Services
- 43210000-US-16-ACS Technology Products, Services, Solutions, and Related Products and Services
- 43211500-WSCA-15-ACS Computer Equipment, Peripherals, and Services
- 43220000-WSCA-14-ACS Data Communications Products and Services
- 43230000-15-01 Microsoft Premier Support and Consulting Services
- 43230000-15-02 Licensing Solutions Providers (LSP) of Microsoft Software and Services
- 43230000-NASPO-16-ACS-SVAR Software Value Added Reseller (SVAR)
- 43230000-NASPO-16-ACS Cloud Solutions
- 52161500-ACS-16-1 Audio and Video Equipment and Accessories
- 600-000-11-1 Multifunction Products, Printers, Facsimile Equipment, Scanners, Related Software, Supplies, and Services
- 991-268-11-1 Information Technology Disaster Recovery Services
- SUNCOM Voice, Data, Wiring and Cabling, and Conference Services

The estimated contract spend for the Software spend category is \$7,655,440. Of that amount, estimates of projected material expenditures for software (including cloud services), maintenance, and support include: \$1,243,604 for sixty-five individual items with each less than \$100,000 in projected cost (for a broad range of software products and related services such as Adobe, DocuSign, and SurveyMonkey); \$1,210,268 for Oracle middleware; \$1,138,002 for backup and recovery; \$542,000 for IBM database products; \$540,000 for identity and access management; \$499,959 for Guidewire account management portal; \$285,000 for network security products; and, \$275,000 for Cisco network products.

#### Professional and Staff Augmentation Services

Expenditures under the Professional and Staff Augmentation Services spend category (which includes contingent workers) will utilize one or more of the Citizens-procured contracts and State Term Contracts and Alternate Contract Sources approved by the State of Florida Department of Management Services as set forth in the Contract ID section, the table above, and as listed below. At the time of expenditure, Citizens staff will select the contract identified in this Action Item that best meets the business needs of Citizens.

- 15-15-0019-01 through 15-15-0019-24 Contingent Staffing Services (Citizens-procured contracts)
- 11-09-0131-02 Consulting Services Agreement with Guidewire (Citizens-procured contract)
- 180233-001-ACS Oracle Products and Services
- 252-GSA Schedule 70 Information Technology Equipment, Software, and Services
- 43210000-US-16-ACS Technology Products, Services, Solutions,

- and Related Products and Services
- 43211500-WSCA-15-ACS Computer Equipment, Peripherals, and Services
  - 43220000-WSCA-14-ACS Data Communications Products and Services
  - 43230000-15-01 Microsoft Premier Support and Consulting Services
  - 43230000-15-02 Licensing Solutions Providers (LSP) of Microsoft Software and Services
  - 43230000-NASPO-16-ACS-SVAR Software Value Added Reseller (SVAR)
  - 43230000-NASPO-16-ACS Cloud Solutions
  - 52161500-ACS-16-1 Audio and Video Equipment and Accessories
  - 600-000-11-1 Multifunction Products, Printers, Facsimile Equipment, Scanners, Related Software, Supplies, and Services
  - 80101507-SA-15-01 Information Technology Staff Augmentation Services
  - 81141902-VITA-18-ACS Information Technology Research and Advisory Services
  - 973-000-14-1 Management Consulting Services
  - 991-268-11-1 Information Technology Disaster Recovery Services
  - SUNCOM Voice, Data, Wiring and Cabling, and Conference Services

The estimated contract spend for the Professional and Staff Augmentation Services spend category is \$4,478,609. Of that amount, estimates of projected material expenditures include: \$1,597,056 for staff augmentation services; \$1,058,952 for twenty-four individual items with each less than \$100,000 in projected cost (for a broad range of services such as data analytics, backup and recovery replacement, and enterprise architecture consulting); \$537,600 for Guidewire resources; \$290,000 for identity and access management implementation; \$250,000 for managed security services; \$150,000 for Centerpoint (Citizens' enterprise resource planning system) managed services; \$150,000 for enterprise governance, risk, and compliance implementation; and, \$150,000 for development of a data loss prevention strategy.

As a summary, the table on the following page illustrates which contract vehicles are anticipated to be utilized by spend category.

# ACTION ITEM

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	Contract Number and Name	Infrastructure	Software	Professional and Staff Augmentation Services
	15-15-0019-01 through 15-15-0019-24 Citizens' Contingent Staffing Services			✓
	11-09-0131-01 Software License Agreement with Guidewire		✓	
	11-09-0131-02 Consulting Services Agreement with Guidewire			✓
	180233-001-ACS Oracle Products and Services	✓	✓	
	252-GSA Schedule 70 Information Technology Equipment, Software, and Services	✓	✓	✓
	43210000-US-16-ACS Technology Products, Services, Solutions, and Related Products and Services	✓	✓	✓
	43211500-WSCA-15-ACS Computer Equipment, Peripherals, and Services	✓	✓	✓
	43220000-WSCA-14-ACS Data Communications Products and Services	✓	✓	✓
	43230000-15-01 Microsoft Premier Support and Consulting Services		✓	✓
	43230000-15-02 Licensing Solutions Providers (LSP) of Microsoft Software and Services		✓	✓
	43230000-NASPO-16-ACS-SVAR Software Value Added Reseller (SVAR)		✓	✓
	43230000-NASPO-16-ACS Cloud Solutions	✓	✓	✓
	52161500-ACS-16-1 Audio and Video Equipment and Accessories	✓	✓	✓
	600-000-11-1 Multifunction Products, Printers, Facsimile Equipment, Scanners, Related Software, Supplies, and Services	✓	✓	✓
	80101507-SA-15-01 Information Technology Staff Augmentation Services			✓
	81141902-VITA-18-ACS Information Technology Research and Advisory Services			✓
	973-000-14-1 Management Consulting Services			✓
	991-268-11-1 Information Technology Disaster Recovery Services	✓	✓	✓
	SUNCOM (State Term Contract previously approved by the Board) Voice, Data, Wiring and Cabling, and Conference Services	✓	✓	✓

# ACTION ITEM

Information Systems Advisory Committee Meeting, December 3, 2019  
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<b>CONTRACT HISTORY</b>	Citizens' Purchasing Policy approved by the Board authorizes Citizens to utilize State Term Contracts and Alternate Contract Sources approved by the State of Florida Department of Management Services.
<b>CONTRACT TERM(S)</b>	<ul style="list-style-type: none"><li>• State Term Contracts and Alternate Contract Sources approved by the State of Florida Department of Management Services have varying terms as described in the Contract ID section above.</li><li>• Citizens' Contingent Staffing Services Contracts have a term of December 21, 2015 – December 20, 2020, with five 1-year renewals.</li><li>• Software License Agreement with Guidewire has a term of July 21, 2011 – July 20, 2020, with one 1-year renewal.</li><li>• Consulting Services Agreement with Guidewire has a term of July 21, 2011 – July 20, 2023, with one 3-year renewal.</li></ul>
<b>PURPOSE/SCOPE</b>	This Action Item seeks Board approval to purchase technology infrastructure and related services, software and related services, and professional and staff augmentation services which have been identified as being required to support Citizens' business needs.
<b>PROCUREMENT METHOD</b>	As described under the Contract ID section earlier in this Action Item and consistent with Citizens' Purchasing Policy, expenditures hereunder shall be made utilizing Citizens-procured contracts and State Term Contracts and Alternate Contract Sources approved by the State of Florida Department of Management Services.
<b>RECOMMENDATION</b>	The Information Systems Advisory Committee recommends that Citizens' Board of Governors: <ol style="list-style-type: none"><li>a) approve this Action Item totaling \$18,022,337; and,</li><li>b) authorize staff to take any appropriate or necessary actions consistent with this Action Item.</li></ol>
<b>CONTACTS</b>	Kelly Booten, Chief Systems and Operations Robert Sellers, VP & Chief Technology Officer Aditya Gavvala, VP IT Services and Delivery Stephen Guth, VP Vendor Management Office